

ORIGINAL

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T-02532A-03-0017



ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Deborah Reagan **Phone:** (602) 364-0236 **Fax:** (602) 540-1100 **2003 DEC -2 A 9:13**

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCUMENT CONTROL

Opinion **No.** 2003 - 30438 **Date:** 11/12/2003

Complaint Description: 20M Telcom Issues - EAS-Expanded Area Service

Complaint By: **First:** Earline **Last:** Andrews

Account Name: Earline Andrews **Home** (928) 999-2150
Street: 1101 N. Rabbit Ridge, P. O. Box 886 **Work:** (000) 000-0000
City: Dewey **CBR:** (928) 713-5915
State: AZ **Zip:** 86327 **is:** Cellular

Utility Company: Midvale Telephone Exchange

Division:

Contact Name: Dennis Farrington **Contact Phone:** (520) 212-5200

Nature of Complaint:

Message forwarded from Brian McNeil's ofc. Customer wants to know the hearing date for the EAS issue with Midvale Telephone in the Dewey area. Customer is opposed to paying toll-charges to call nearby communities. Customer wants Commission to approve 2-way EAS request.

Utilities' Response:

None required.

Investigator's Comments and Disposition:

Per Richard Boyles, possible establishment of EAS for Midvale's Millsite exchange is being addressed in phase II of Midvale's Application for a CC&N Extension (Docket 03-0017). The Commission approved this process in its last Open Meeting but I have not seen a copy of the signed Decision yet. I believe this will go through a Hearing before it comes before the Commission again.

Provided '800' number to customer and advised she contact Hearing Division. Mailed customer copy of Decision 66510.

Customer comments will be filed with Docket.

Date Completed: 11/21/2003

Opinion **No.** 2003 - 30438

Arizona Corporation Commission

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